

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Currently Amended) A multi-media communication management system for operation with a plurality of subscriber stations, at least one of which has subscriber interface capabilities differing from subscriber interface capabilities of another subscriber station, ~~is a configurable subscriber station that includes a subscriber interface selected from a subscriber voice interface, a graphic display and subscriber voice interface, and a high resolution full motion display and subscriber voice interface,~~ the multi-media communication management system comprising:

a network communication circuit for multi-media communication with said plurality of subscriber stations;

a session control circuit for;

establishing a communication session with a each subscriber station through the network communication circuit, in response to receiving an indication that a subscriber has activated a help function request control on the subscriber station; comprising:

~~a subscriber communication state manager for communicating control messages to the configurable subscriber station for controlling operational states of the configurable subscriber station and for receiving a help function request from the configurable subscriber station;~~

~~means for identifying the subscriber interface capabilities of the configurable said subscriber station; and~~

~~means, responsive to said help function request, for providing selecting, from a plurality of help files containing help information content in differing multimedia formats, a help file to said configurable subscriber station that is related to the operational state of the subscriber station and is that comprises the help information content in a multimedia format compliant with the subscriber interface capabilities of~~

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said the configurable subscriber station; and
providing the selected help file to said subscriber station.

2. (Currently Amended) The multi-media communication management system of claim 1; ~~wherein the means for providing help information comprises:~~

~~means for selecting a help content file from~~ further comprising a database of help content files, the database comprising, for each of a plurality of subscriber station operating states, at least a first help file and a second help file;

the first help file containing help content related to the subscriber station operating state in a first multimedia format compliant with first subscriber interface capabilities; and

the second help file containing the help content related to the subscriber station operating state in a second multimedia format complaint with second subscriber interface capabilities; and

~~said selected help content file being associated with~~ the session control circuit;

selects, from the at least first help file and second help file, the help file that is in a multimedia format that can be output through the subscriber interface of said subscriber station; ~~the operational state of the configurable subscriber station and in a file format that can be output thought the subscriber interface of the configurable subscriber station; and~~

sends means for sending a content message including at least a portion of the selected help content file; to said configurable subscriber station; and

sends means for sending a control message to said configurable subscriber station that instructs said configurable subscriber station to output said at least a portion of the selected help content file contained in said content message through the subscriber interface.

3. (Currently Amended) The multi-media communication management system of claim 2, wherein: ~~the selected help content file includes at least one of:~~

the first help file comprises:

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a video file for output on a subscriber station with a subscriber interface that supports output of full motion video; and

~~the high resolution full motion display and a voice file, including voice information related to and synchronized with the video file for output through a speaker of the subscriber station; the subscriber voice interface if the subscriber interface is a high resolution full motion display and subscriber voice interface;~~

the second help file comprises:

at least one graphic display file for output on a subscriber station with a subscriber interface that supports display of graphics; and

~~the graphic display and a voice file, including voice information related to~~ the at least one graphic display file, for output through a speaker of the subscriber station.

~~the subscriber voice interface if the subscriber interface is a graphic display and subscriber voice interface; and~~

~~a voice file for output through the subscriber voice interface if the subscriber interface is a voice subscriber interface.~~

4. (Canceled)

5. (Currently Amended) The multi-media communication management system of claim 1, 4, wherein the help function request is a message provided by said the configurable subscriber station indicating that a subscriber has activated a help button on the subscriber station.

6. (Currently Amended) The multi-media communication management system of claim 5, wherein the session control server further: comprises:

receives a second help function request from said subscriber station, the second help function request occurring while said at least a portion of the help content file contained in said content message is being output through the subscriber interface;

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~~sends means for sending a control message to said the configurable subscriber station, in response to receipt of the second help function request, that instructs said the configurable subscriber station to establish a communication session with a help station in response to a help function request from the configurable subscriber station occurring while said at least a portion of the help content file contained in said content message is being output through the subscriber interface.~~

7. (Currently Amended) The multi-media communication management system of claim 6, 4, wherein the second help function request is a message provided by the configurable subscriber station indicating that a subscriber has activated a help button on the subscriber station.

8. (Cancelled)

9. (Currently Amended) A multi-media communication management system for operation with a plurality of subscriber stations, each of which includes a help button and a multimedia subscriber interface, the multi-media communication management system comprising:

a network communication circuit for multi-media communication with said plurality of subscriber stations;

a session control circuit for:

establishing a communication session with a each subscriber station through the network communication circuit, in response to receiving an indication that a subscriber has activated the help button; comprising:

~~a subscriber communication state manager for communicating control messages to each subscriber station for controlling the operational state of each subscriber station independent of each other subscriber station and for receiving an indication of subscriber activation of the help button on an identified subscriber station;~~

~~means for providing multimedia help information content to said to the identified subscriber station that is related to the operational state of said the identified~~

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subscriber station in response to a first receipt of the indication of subscriber activation of the help button on the identified subscriber station;

means for sending a control message to said the identified subscriber station that instructs said the identified subscriber station to establish a Voice Over Internet Protocol communication session with a help station in response to a receipt of a second receipt of the indication of subscriber activation of the help button occurring while the help content is being output through the subscriber interface of the subscriber station on the identified subscriber station.

10. (Currently Amended) The multi-media communication management system of claim 9, wherein sending a control message to said subscriber station that instructs said subscriber station to establish a Voice Over Internet Protocol communication session with a help station is sent only if the receipt of the second receipt of the indication of subscriber activation of the help button occurs within a predetermined time window following the first subscriber activation of the help button.

11. (Currently Amended) A method of providing context dependent help services to a ~~configurable~~ subscriber station that includes a subscriber interface capabilities which differ from subscriber interface capabilities of at least one other subscriber station, ~~selected from a subscriber voice interface, a graphic display and subscriber voice interface, and a high resolution full motion display and subscriber voice interface,~~ the method comprising:

communicating control messages to the ~~configurable~~ subscriber station over a network communication circuit for controlling operational states of the ~~configurable~~ subscriber station;

receiving a help function request from the ~~configurable~~ subscriber station over ~~the network communication circuit;~~

identifying the subscriber interface configuration of the ~~configurable~~ subscriber station;

selecting, from a plurality of help files containing help information content in

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differing multimedia formats, a help file that comprises the help information content in a multimedia format compliant with the subscriber interface capabilities of said subscriber station; and

providing the selected help file to the subscriber station, in response to the a help function request, help information to the configurable subscriber station that is related to the operational state of the configurable subscriber station and is in a multimedia format compliant with the subscriber interface of the configurable subscriber station.

12. (Currently Amended) The method of providing context dependent help services to a ~~configurable~~ subscriber station of claim 11, wherein the step of providing help information content comprises:

selecting a help content file from a database of help content files, the database of help content files comprising, for each of a plurality of subscriber station operating states, at least a first help file and a second help file;

the first help file containing help content related to the subscriber station operating state in a first multimedia format compliant with first subscriber interface capabilities; and

the second help file containing the help content related to the subscriber station operating state in a second multimedia format complaint with second subscriber interface capabilities; and

said selected help content file being the one of the first help file and the second help file that is both associated with the operational state of the configurable subscriber station and is in a multimedia a file format that can be output through the subscriber interface of the configurable subscriber station;

sending a content message including at least a portion of the selected help content file to said configurable subscriber station; and

sending a control message to said configurable subscriber station that instructs the configurable subscriber station to output said at least a portion of the selected help content file contained in said content message through the subscriber interface.

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13. (Currently Amended) The method of providing context dependent help services to a ~~configurable~~ subscriber station of claim 12, wherein: ~~the selected help content file includes at least one of:~~

the first help file comprises:

a video file for output on a subscriber station with a subscriber interface that supports output of full motion video; and

~~the high resolution full motion display and a voice file, including voice information related to and synchronized with the video file for output through a speaker of the subscriber station; the subscriber voice interface if the subscriber interface is a high resolution full motion display and subscriber voice interface;~~

the second help file comprises:

at least one graphic display file for output on a subscriber station with a subscriber interface that supports the display of graphics; and

~~the graphic display and a voice file, including voice information related to the at least one graphic display file, for output through a speaker of the subscriber station.~~

~~the subscriber voice interface if the subscriber interface is a graphic display and subscriber voice interface; and~~

~~a voice file for output through the subscriber voice interface if the subscriber interface is a subscriber voice interface.~~

14. (Canceled)

15. (Currently Amended) The method of providing context dependent help services to a ~~configurable~~ subscriber station of claim ~~11, 14~~, wherein the help function request is a message provided by the ~~configurable~~ subscriber station indicating that a subscriber has activated a help button on the subscriber station.

16. (Currently Amended) The method of providing context dependent help services

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to a ~~configurable~~-subscriber station of claim 15, further including:

receiving a second help function request from said subscriber station, the second help function request occurring while said at least a portion of the help content contained in said content message is being output through the subscriber interface;
and

sending a control message to the ~~configurable~~-subscriber station, in response to receiving the second help function request, that instructs the configurable subscriber station to establish a communication session with a help station—in response to a help function request from the configurable subscriber station occurring while said at least a portion of the help content file contained in said content message file is being output through the subscriber interface.

17. (Currently Amended) The method of providing context dependent help services to a ~~configurable~~-subscriber station of claim 16, 44, wherein the second help function request is a message provided by the ~~configurable~~-subscriber station indicating that a subscriber has activated a help button on the subscriber station.

18. (Canceled)

19. (Currently Amended) A method of providing help services to a plurality of subscriber stations, each of which includes a help button and a multimedia subscriber interface, the method comprising:

communicating control messages to each subscriber station for controlling the operational state of each subscriber station independent of each other subscriber station; stations;

receiving a first and a second indication of subscriber activation of the help button on an identified one of the subscriber stations station;

providing multimedia help information to the identified subscriber station that is related to the operational state of the identified subscriber station in response to receiving the a first receipt of the indication of subscriber activation of the help button

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~~on the identified subscriber station; and~~

sending a control message to the identified subscriber station that instructs the identified subscriber station to establish a Voice Over Internet Protocol communication session with a help station in response to receiving the a-second receipt of the indication of subscriber activation of the help button occurring while the help information is being output though a subscriber interface of the subscriber station on the identified subscriber station.

20. (Currently Amended) The method of providing help services of claim 19, wherein sending a control message to the identified subscriber station that instructs the identified subscriber station to establish a Voice Over Internet Protocol communication session with a help station is sent only if the receipt of the second the second receipt of the indication of subscriber activation of the help button occurs within a predetermined time window following the first subscriber activation of the help button.